

Ideation Phase

Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID00410
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Customer Problem Statement Template

Employees and IT teams currently face delays and manual errors when requesting laptops. The existing process lacks a user-friendly digital request system, resulting in incomplete information, slow fulfillment, and frustrated staff. Without dynamic forms, requests are often returned for clarification, and IT admins have difficulty tracking hardware needs and update histories.

They need a simple, automated platform to request laptops and accessories with all required fields, guidance, and real-time validation—ensuring faster, accurate service delivery and improved asset management.

This solution, delivered as a ServiceNow Service Catalog item with dynamic UI policies and automation, will improve operational efficiency and employee satisfaction.

ServiceNow Laptop Request Catalog Project: Problem & Solution Table		
Problem	Description	Solution
Data Information	Users omit crucial details (e.g., needed software or open addresses).	Implement a validation check to detect if any incident/assignment exists.
Missing Information	Admins may accidentally remove needed software, delivery address.	Display show warnings; fields appear based on selections.
Manual Errors	Typos in specifications, wrong models/user assignments.	Automate entry via forms, dropdowns and selections.
Manual Errors	Removing assigned users disrupts mode incident/assignment user assignments.	Use automated validation rules; dropdowns and look-ups.
Slow Approvals	Requests get stuck due to a display of queues, requiring constant follow-up.	Automate approval workflows & notifications; track status in portal.

Example:

Problem Statement (PS)	I am (User)	I want to	But	Because	Which makes me feel
PS-1	An employee	request a laptop online	the form is confusing and often returned	required accessory details are missing	frustrated and dissatisfied
PS-2	IT Admin	track laptop requests efficiently	missing or incomplete request details slow down approval	manual review wastes time	stressed and overwhelmed

Detailed Problem Statements

PS-1:

As an employee, I am trying to request a laptop for my daily work, but the form does not guide me clearly. Missing data or incorrect accessory choices often means IT must contact me or reject my request. This slows me down and makes me feel frustrated.

I need an easy, guided digital form to make my laptop request quickly, with all fields validated and options shown only when relevant.

PS-2:

As an IT administrator, I want to fulfill laptop requests smoothly. But incomplete or unclear requests result in manual review and inefficient communication. This increases workload, delays fulfillment, and reduces service quality.

I need a dynamic request system that ensures all details are captured, reducing errors, speeding approvals, and improving tracking of hardware assets.

Reference:

You can adapt examples and tables from templates like [miro.com problem statement template](https://miro.com/problem-statement-template) for your documentation.